# Ministry of Provincial Secretary and Government Services

# Annual Report 1982/83

Honourable James R. Chabot,
Provincial Secretary and
Minister of Government Services

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# MINISTRY OF
# PROVINCIAL SECRETARY
# AND
# GOVERNMENT SERVICES

## ANNUAL REPORT

## FISCAL YEAR 1982-1983

Victoria, B.C., August 8, 1983

The Honourable James R. Chabot
Provincial Secretary and Minister
of Government Services.

SIR: I have the honour to submit the annual report for the programs of the Ministry of Provincial Secretary and Government Services, for the fiscal year ended March 31, 1983.

NORMAN SPECTOR

Deputy Provincial Secretary and
Deputy Minister of Government Services

Victoria, B.C., August 8, 1983

To His Honour the Lieutenant-Governor of the
Province of British Columbia.

MAY IT PLEASE YOUR HONOUR:

I have the honour, sir, to submit herewith the report of the Ministry of the Provincial Secretary and Government Services, for ministry programs under the jurisdiction of the Deputy Provincial Secretary, for the 1982-83 fiscal year.

I have the honour to be,
Sir,
Your most obedient servant.

JAMES R. CHABOT
Minister

## TABLE OF CONTENTS


| BRANCH | PAGE |
|---|---|
| Administration | 1 |
| Elections Branch | 3 |
| Government House | 4 |
| Lotteries Branch | 7 |
| Parliament Buildings Services | 8 |
| Personnel Services Branch | 10 |
| Protocol | 12 |
| Cultural Services | 13 |
| Heritage Conservation Branch | 17 |
| Information Services Branch | 20 |
| Legislative Library | 22 |
| Library Services | 26 |
| Provincial Archives | 29 |
| Provincial Museum | 34 |
| Records Management | 37 |
| Finance | 40 |
| First Citizens' Fund | 41 |
| Lottery Fund | 43 |
| Planning and Analysis | 45 |
| Postal Branch | 47 |
| Queen's Printer | 50 |
| Recreation and Sport Branch | 53 |
| Government Information Programs | 57 |
| Acts Administered | 59 |
| Ministry Directory | 60 |

# ADMINISTRATION

## Appeals to the Lieutenant-Governor-in-Council

There were 68 appeals initiated in the year, under a number of Acts. Sixty-four were under the Motor Carrier Act, two under the Water Act, two under the Name Act, and one under the Labour Code of British Columbia.

## Orders-in-Council

The Lieutenant-Governor-in-Council passed 2,368 Orders-in-Council compared with 2,695 in the previous year.

A study was begun to determine the feasibility of placing the Orders-in-Council Index system on a computer base. Such a system could prove beneficial in research and information retrieval.

Forty-eight Orders-in-Council resumes were prepared during the year and distributed to approximately 1,200 individuals and organizations. Some 750 of these were people who specifically requested the resume, while the remainder went to MLA's, the news media in British Columbia and government officials.

## Great Seal

The Great Seal of the province was used 312 times in 1982 compared with the 302 times in the previous year. The most frequent use (157 times) was on letters patent, 39 times under the Provincial Court Act, 80 times on proclamations, 28 times under Queen's Counsel Act, and eight times on miscellaneous documents.

## Certificates of Authentication

The total number of notarized documents authenticated by this office was 493 compared with approximately 400 in 1981.

Special Occasion Messages

Greetings were requested for 1,865 birthdays and wedding anniversaries. Messages were sent on behalf of the Queen, Governor General, Lieutenant Governor and the Premier of British Columbia.

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## ELECTIONS BRANCH

The purpose of the Elections Branch is to provide timely and efficient administration of provincial elections, by-elections, plebiscites and voter registration. The application and management of the Election Act is the responsibility of the branch.

Among the various activities and programs continuing or implemented during the fiscal year were:

- Province-wide enumeration of voters
- Public awareness program
- Informational meetings with administrative representatives of provincial political parties
- Polling division size reductions
- Election Act changes
- Voters' list: continuing movement towards total computerization
- Legislative internship program
- Training of election officials and registrars of voters

When completed, the computerization program will distinguish the Province of British Columbia as the only Canadian electoral jurisdiction of its size with a fully computerized voters' list.

During the year, visits were received from election officials from Quebec, Newfoundland, Ontario and Alberta.

The Annual Conference of Canadian Election Officials in Whitehorse this past year was attended by a senior staff member of the branch.

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## GOVERNMENT HOUSE

Government House is the official residence - and houses the offices - of His Honour the Lieutenant-Governor of British Columbia. Many official hospitality functions are held in Government House. During the year more than 14,000 guests attended luncheons, dinners, teas, receptions, garden parties, tours, and presentation award ceremonies.

In addition to the many activities in Government House, the house staff provided the administration required for official engagements of the Lieutenant-Governor and Chatelaine away from Government House.

British Columbia was favoured with two Royal Visits during the year. His Royal Highness The Prince of Wales - in his capacity as President of the International Council of United World Colleges - attended the Annual General Meeting of the Lester B. Pearson College of the Pacific on 30 October 1982.

Her Majesty The Queen and His Royal Highness, Prince Phillip, The Duke of Edinburgh visited British Columbia from 8 to 11 March 1983.

During the Royal Visit, Their Excellencies the Governor General of Canada and Mrs. Edward Schreyer were guests in Government House.

Distinguished visitors to Government House included The Right Honourable The Countess Mountbatten of Burma; Colonel Sir William Jardine, Chief of the Clan Jardine, and Lady Jardine; Sir John Biggs-Davison, MP for Epping Forest (Britain); the Hon. Dr. Subroto, Minister of Mines and Energy for Indonesia accompanied by several senior members of his Ministry; Mr. C.P. Srivastava, Secretary-General of the International Maritime Organization; Commissioner Douglas L.D. Bell of the Yukon Territory; His Worship Charles Royer, Mayor of Seattle; and internationally renowned comedienne Miss Anna Russell.

Other notable visitors included a delegation of senior investment officials from The Netherlands; a delegation from the Finance Ministry of The People's Republic of China; the Japanese Junior Women's National Gymnastic Team; and a group of Foreign Service Officers from the Department of External Affairs.

High Commissioners, Their Excellencies Barrie G. Dexter of Australia, Major-General K.M. Safiullah of Bangladesh, M.R. Sivarama Krishnan of India, and Bakri Aiyb Ghazali of Malaysia were entertained, as were Ambassadors, Their Excellencies Vagn Aage Korsbaek of Denmark, Horst Grunert of the German Democratic Republic, Widodo Budidarmo of Indonesia, Dr. Francis M. Deng of Sudan, Vitthya Vejjajiva of Thailand, Rafik Said of Tunisia, and The Most Reverend Angelo Palmas, Pro-Nuncio, Apostolic Nunciature, The Holy See.

Consular Officers stationed in British Columbia, representing Australia, Finland, France, India, Japan Malaysia, The Netherlands, Socialist Federal Republic of Yugoslavia, and the United States of America paid courtesy calls on the Lieutenant-Governor.

Military visitors to Victoria from Japan and the Republic of Korea were received by His Honour, as were Members and Staff of the Royal College of Defence Studies (Britain) and Course XXXVI the National Defence College (Canada).

A number of Awards and Presentation Ceremonies took place in Government House. Honours were awarded by Children's International Summer Villages, the Dominion of Canada Rifle Association (to the competitors in the National Cadet Smallbore Team Championships), Duke of Edinburgh's Award Programme, Queen's Venturers, Royal Life Saving Society Canada, Sea Bees Nautical Training Corps, and the Victoria Conservatory of Music.

In addition recipients of the Minister of Environment's Awards were honoured at a Government House dinner.

Provincial Government Employees received Continuous Service Awards at three consecutive evening ceremonies at which 311 employees received certificates recognizing 25 years' service, and 118 employees received gold watches for 35 years' service.

On May 15, 1982, His Honour - in his capacity of Vice-Prior of the Order in British Columbia - hosted the biennial Investiture of the Most Venerable Order of the Hospital of St. John of Jerusalem. In November, Mr. Stuart M. Hodgson, Chairman, B.C. Ferry Corporation, was invested as a Commander of the Order of the Dannebrog of Denmark by Mr. Torben Dithmer, Consul General for Denmark in Toronto, in a Government House ceremony.

Guests of His Honour and Mrs. Bell-Irving were entertained at a Government House concert presented by the choir and band of John Stubbs Memorial (Elementary) School, Colwood.

On the occasion of the 50th Anniversary of Theatre B.C., a new one-act play by Eric Nichol - "Atom and Eve" - was performed on the Government House stage.

At Christmas, the traditional program of carols was presented by the Victoria Citadel Band of the Salvation Army.

During the year, 35 tours of Government House were conducted, affording more tnan 1200 people - primarily elementary and secondary school students - an opportunity to see the official residence of the Lieutenant-Governor. A number of the tours involved young people visiting British Columbia under the Open House Canada exchange program.

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## LOTTERIES BRANCH

The Lotteries Branch administers the licensing, control and inspection of all gaming activities under the Lottery Act and Regulations, including bingos, raffles, social clubs, casino events and agricultural exhibitions.

A change of branch responsibilities occurred in the Spring of 1982 when responsibility for government lotteries was reassigned with the appointment of the Western Canada Lottery Foundation as ticket delivery agency for British Columbia.

## LICENSES ISSUED BY THE LOTTERIES BRANCH

| | | |
|---|---|---|
| Bingos | 1,223 | Up 20% over 81/82 |
| Ticket Raffles | 1,696 | Up 13% over 81/82 |
| Casinos | 615 | Up 13% over 81/82 |
| Social Clubs | 28 | |
| Concessionaires | 8 | |
| Agricultural Fairs | 19 | |

| | |
|---|---|
| Estimated Gross Revenue by Organizations | $75,200,000.00 |
| Estimated Charitable Donations By Organizations | $22,500,000.00 |
| Fees Collected | $405,600.00 (Up 21% over 81/82) |

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## BUILDINGS SERVICES BRANCH

During the year, the branch was engaged primarily in the restoration of the Legislative Buildings.

This and other projects were undertaken with the assistance of the ministry's Heritage and Cultural Services Branches.

Work included the establishment of a public waiting area adjacent to the main public entrance. This project required extensive engineering and design to allow for the inclusion of arched entrances in keeping with the original design concepts.

The Legislative Library roof has undergone major restoration. Support structures of the cupolas have been restored, stonework exterior joints repainted and waterproofed, and statuary cleaned and screened.

Stained and leaded glass windows have been restored in various areas of the Buildings, several newly designed windows (built-in-house) have been installed.

Electrical and mechanical installations have been upgraded and the air cooling ventilation systems vacuumed and balanced.

The Tour Guide office has been restored, and a number of storage areas have been created for various building occupants.

Design work has been completed for further storage areas. It is anticipated these facilities will become available in the coming year.

Design of a legislative-cabinet and caucus call system is complete and the project will be undertaken in 1983 between legislative sessions.

Creation of extra office space for the opposition party was made possible with the waiting room project.

The branch completed 241 requests for work from occupant ministries. A further 27 requests for work from the British Columbia Buildings Corporation have been handled.

A study of the Armouries Building has been completed and options for its future use are being considered.

The branch has developed a warehousing capability for Legislative Building furniture and a system for better usage of existing furniture, stock allocation, movement and repair. The ministry has, according to its mandate, assumed full control and responsibility.

In keeping with the restoration theme, staff have again during the year designed and built custom furniture and upgraded certain wall, floor and furniture fabrics.

The large increase in electronic devices, such as word processors, duplicators and communication systems has required branch electrical staff to provide adequate power and routing for the cabling systems.

Government House has required minimal upgrading in the past year. Minor painting and general building fabric repair has been undertaken. A major reroofing project on the main house has been postponed, in keeping with restraint program, by effective temporary repairs.

Design work for emergency power at Government House has been completed and installation will be undertaken in the 1983/84 Fiscal year.

The branch has aided a number of heritage and Provincial Capital Commission projects and is increasingly becoming a known source of information on restoration practices.

The climax of the year was the recent visit of Her Majesty, The Queen and His Royal Highness, Prince Philip, The Duke of Edinburgh on March 8th, 1983.

The branch was responsible for providing services for the Tea Party given by the Province on the lawns of the Legislative Buildings as part of the Royal Visit to Victoria. The Tea Party, acclaimed as the largest such event ever in Canada, served over 10,000 cups of tea and coffee, 3,500 glasses of lemonade and 20,000 biscuits.

Her Majesty The Queen honoured the branch by unveiling a plaque, commemorating the Legislative Buildings restoration, in the new waiting room, then meeting informally with the staff.

## PERSONNEL SERVICES

The Personnel Services Branch supplies personnel administration services to the Premier's Office, the Ministry of Provincial Secretary and Government Services, excluding the Public Service Commission and the Government Employee Relations Bureau and The Ministry of Intergovernmental Relations.

The activities of the Personnel Services Branch complement those of the Public Service Commission, Government Employee Relations Bureau, and Treasury Board staff whose policies directly influence personnel administration. The functions carried out on behalf of the client ministries involve the coordination and supervision of labour relations, organization and classification analysis, recruitment and selection, staff training and staff safety.

During the 1982-83 fiscal year the Public Service Commission officially delegated recruitment responsibility to the ministry. The commission retained a referral service for entry level positions. Recruitment activity during the 1982-83 fiscal year was at a very low level as the restraint program began to take effect.

Within the personnel office internal systems were examined and streamlined, files were purged and a word processing system became an integral part of the operations.

A classification committee of managers was formed. This committee replaced an original committee which had been initially comprised of personnel officers and a Government Employee Relations Bureau representative.

The staff training and safety section of the Personnel Services Branch completed its first full year with a permanent coordinator on staff. This section provides the planning and implementation of training and safety programs to all sections of the ministry to ensure a safe working environment and the skills competency of employees. In 1982/83, the staff development and safety section was responsible for the delivery of 1,276 person days of training at a total cost per training day of $35 excluding travel and accomodation.

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## PROTOCOL

The Chief of Protocol is responsible for acting on or giving advice about matters of protocol and precedence arising within the province and planning and executing visits to the province of members of the Royal Family, the Governor General, heads of state and government, high commissioners and ambassadors and other distinguished people.

The highlight of the year was the visit of Her Majesty, The Queen and His Royal Highness, Prince Philip, Duke of Edinburgh, March 8-11, 1983. The visit included Victoria, Vancouver, Nanaimo, Vernon, Kamloops and New Westminster.

The province was favoured by a visit from Their Excellencies the Right Honourable Edward Schreyer, Governor General of Canada, and Mrs. Schreyer from June 17-20, 1982. Their Excellencies spent time in Vancouver, Fort St. John and Fort Nelson.

Fourteen high commissioners and ambassadors visited the province during 1982.

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## CULTURAL SERVICES

Cultural Services Branch acts on behalf of government to stimulate and encourage the creation, performance and appreciation of the arts, and assists in the preservation, conservation and appreciation of cultural and historic objects in community museums in British Columbia.

Several financial assistance programs are administered by the branch including community activities, professional performance, touring, and skills development. The branch also provides advisory and consultative services to the arts community, while increasing the awareness of cultural development for all citizens in various ways.

The branch is responsible for facilitating government support, maintaining communications and liaison with the arts community, with national and other provincial arts agencies and with other provincial bodies involved in the arts.

One of the major responsibilities of Cultural Services Branch is the administration of the British Columbia Cultural Fund, which provides assistance to the major professional arts groups and community arts councils, while also providing scholarships, bursaries and individual awards to talented students in the fine arts.

The fund was established in 1967 as a perpetual endowment, with the annual interest to be used for grants. Since 1975, the interest of the fund has been augmented by revenues from the B.C. Lottery Fund.

More than $2.35 million was provided to major professional performing arts organizations in the field of music, dance, theatre, while assistance to museums and art galleries around the province totalled just over $1.5 million during 1982-83.

These grants are made on the recommendation of the British Columbia Arts Board, a 15-member advisory committee appointed by the minister, and representing all regions of the province and all disciplines of the arts.

When making policy and grant recommendations, the board uses the talents and services of other experts in each of the major disciplinary areas as members of advisory committees.

Operating assistance to training programs such as summer schools and community music schools was $581,000, while multi-use facilities accounted for $138,000 in grants.

Arts service organizations with province-wide responsibilities received assistance of $510,200, with grants to festivals, conferences and workshops totalled $143,000. Literary arts and publishing assistance for the year amounted to $146,500.

HIGHLIGHTS

During the year, 142 talented young British Columbians were assisted in pursuing fine arts studies with scholarships and bursaries of $135,000. This assistance is available in music, dance, theatre, visual arts, arts administration, crafts, museological and conservation studies, and creative writing for study at institutions anywhere in the world.

Nineteen students received additional "awards of merit". These grants are given at the discretion of the Scholarship Advisory Committee as special recognition for "outstanding talent and exceptional promise".

As a companion to the current assistance provided for artists performing in schools, a new program was introduced, known as "Artists in Residence". Under this program, individual artists and schools combine to provide arts awareness, knowledge and enrichment for students and teachers alike.

This program, known as "Artists in Schools", provided 54 school districts with assistance of $118,600 to have professional artists appear live in their schools.

## NEW PROGRAMS

A major event of 1982 was the first British Columbia Festival of the Arts, held in Kamloops in June, which featured the best community artists from all parts of the province, and provided a prestigious focus to highlight the impressive range of young talent found in British Columbia.

The festival, aimed at stimulating enthusiasm and participation at the community level, was the culmination of the efforts and involvement of more than 100,000 British Columbians in communities throughout the province.

Activities included competition in drama by Theatre B.C. and the Association of B.C. Drama Educators provincial finalists; music, voice and dance by provincial finalists of the B.C. Performing Arts Festival; screenings of students' winning films; and the exhibition of more than 400 works of art chosen from all regions of the province.

## COMMUNITY ARTS

During the year, direct assistance of over $440,000 went to a network of 84 community and regional arts councils throughout the province to support activities at a local and community level. This assistance is provided on the basis of population served, and to match funds provided by local government and other revenue earned through local projects.

A further $81,000 was provided for community projects, while grants for activities of semi-professional level requiring professional assistance (Professional Development Program) were $48,500.

Assistance was also provided to local communities under the Arts Resource Touring Subsidy (ARTS) to assist sponsorship of professional performing arts events on tour. This program enables communities outside the major population areas to hear, see and enjoy major performing artists. Support this year was provided to 25 communities, which involved over 150 events.

## ANNUAL ACTIVITIES

In addition to Arts Advisor, the branch published four issues of its newsletter, Arts B.C., as well as the annual editions of the Programs brochure, which outline all programs and services of the branch, and Grants, Awards and Subsidies, which lists and explains every grant and award made by the branch during the previous fiscal year.

Consolidation and restructuring of the branch continued, with the appointment of a coordinator for Individual and Artists Services who is responsible for the administration of the scholarship assistance programs, Arts Resource Touring Subisdies and the Artists-in-Schools programs.

A new Finance Officer was appointed along with a Coordinator of Publications and Publishing Programs who will act as project officer for all literary and publishing assistance, and be responsible for editing and production of all branch publications.

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## HERITAGE CONSERVATION BRANCH

For the Heritage Conservation Branch the highlight of the year was the visit of Her Majesty, the Queen and His Royal Highness, Prince Philip, to Craigflower Schoolhouse and Craigflower Manor. This event included the unveiling of a plaque marking the restoration of Craigflower Schoolhouse.

The branch also undertook a public interpretation program at the St. Mungo Archaeological Site in Delta in conjunction with the Ministry of Transportation and Highways. The British Columbia Heritage Trust played an important role in the project, providing a grant to fund an on-site interpretive centre and display.

The Provincial Heritage Advisory Board held three meetings in 1982, making a number of recommendations and providing significant information to the minister. These meetings were held in Duncan, Victoria, and New Westminster. The first-ever meeting of the Provincial Heritage Advisory Board, the British Columbia Heritage Trust and branch staff was held providing a valuable opportunity to share ideas on the programs of the trust and the issues dealt with by the advisory board.

More detailed information on the activities of the various management units of the branch is outlined below. It should be noted that the British Columbia Heritage Trust provides a separate annual report to the Legislature through the Provincial Secretary.

### RESTORATION SERVICES DIVISION

The Restoration Services Division provides technical advice to interested parties throughout the province. In total, visits were made to 93 sites outside Victoria in 1982. This service has been expanded in areas of concern to municipalities and the Heritage Area Revitalization Program (H.A.R.P). since the appointment of a new Head of Consulting Services.

Assistance in the preparation of submissions to the Provincial Heritage Trust continued. The Division also played a monitoring role in a number of projects of the British Columbia Heritage Trust including the Rossland Miners' Hall and the Keremeos Grist Mill.

Of the many restorations completed during the year, two are of special note. In June, the restoration of Canada's oldest synagogue, Congregation Temple Emanuel, was celebrated with an official civic ceremony. And in March 1983, 128 years after the opening of Craigflower Schoolhouse, the schoolbell rang out again to herald the rededication of the building.

RESOURCE MANAGEMENT DIVISION

The major activity of the Impact Assessment Section of the Resource Management Division was the initiation and administration of the St. Mungo Archaeological site located on the Fraser River in Delta. The proposed construction of the Annacis Island bridge necessitated the investigation of the 4,000 year old site. Archaeological excavations were carried out from October 1982 until April 1983, and an on-site interpretation program was initiated to increase public awareness of British Columbia's prehistory. This program, conducted by five guide-interpreters, enabled the general public and selected school groups to tour the site. Provenance Research of Vancouver, B.C. was contracted to provide on-site work, paid for by the Ministry of Transportation and Highways, the Heritage Conservation Branch and the British Columbia Heritage Trust.

Other Impact Assessment projects included a presentation to the B.C. Utilities Commission regarding the Peace River Site C hydroelectric project; excavation of a prehistoric site near Yahk, B.C.; and excavations of historic sites at Hat Creek House and Barkerville.

Three hundred and fifty new heritage sites were entered into the computerized provincial site inventory maintained by the Inventory and Evaluation Section. Staff responded to numerous requests for heritage site informaton in the context of research and resource planning projects, involving the transmittal to various agencies of more than 20,000 site records. This section was involved in the initial planning of the Mackenzie-Grease Trail project and took part in a number of provincial land-use studies. Also, a new inventory form for historic sites was developed and an inventory of historic vessels on the British Columbia coast was begun.

The Operations Section prepared the initial assessment of the Richard Carr House and is working in conjunction with other branch staff towards the restoration of this site. Operations played an active part in a number of branch projects during the year including initial work on the recently purchased On Lee House in Yale.

PLANNING, RESEARCH AND INTERPRETATION

The Planning, Research and Interpretation Division underwent major changes in staff with a new chief and two new section heads being appointed.

The diversity in the role played by the Planning Section was exemplified by the range of projects undertaken in 1982. These included a Master Plan for the Mackenzie-Grease Trail; planning for Barkerville Historic Park; and a Concept Plan for the Richard Carr House.

The Research Section continued to provide reports and submissions on heritage issues. Included were a history and assessment of the Newcastle Island Resort pavilion, prepared for the Ministry of Lands, Parks & Housing, and reports on Cottonwood House and the Hosmer coke ovens.

In the Interpretation Section, emphasis was placed on interpretive planning for sites operated by the branch and was concentrated on Craigflower Schoolhouse. The Regional Advisor Program provided support for heritage concerns through its network of volunteers throughout the province and the Resource Information Centre received national recognition at a meeting of Heritage Canada.

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## INFORMATION SERVICES

Information Services Branch supports ministry programs and services by disseminating information to the public and by advising the ministry on matters of public information and public relations.

Branch information officers collect, write and edit materials for publications, slide/tapes and films and arrange graphic design, printing and distribution services. In addition, they conduct limited surveys to determine the need and/or the effectiveness of public information in various forms.

Information Services obtains approval to publish from the ministry executive and from Government Information Programs and monitors the preparation of publications and other public information projects through various stages of development.

In 1982/83, Information Services undertook 44 contracts with non-government agencies including advertising agencies, graphic designers, photographers and freelance writers. This figure is down from the 100 contracts signed the year before and reflects the restraint program introduced half way through the fiscal year.

By contrast, public information disseminated by way of news releases increased in 1982/83, with 178 news releases issued compared with 127 the year before.

The branch suspended publication of CONTACT, a 12-page public service newsleter, in July of 1982.

In 1982/83, Information Services provided information and public relation support to a number of special projects including the Canada Winter Games, St. Mungo Archaeological Excavation, The B.C. Festival of the Arts, the Visit of Her Majesty, the Queen and His Royal Highness, The Duke of Edinburgh.

## LEGISLATIVE BUILDING TOURS

Information Services provides tours of the legislative buildings throughout the year, with a special emphasis on the summer months. Although staffed lower than in previous years throughout 1982/83, the program conducted 5,939 tours for 166,062 visitors.

As usual, the month with the most visitors was July with 50,286 recorded, 137,366 in the entire summer. During this period the addition of 12 auxiliary guides enabled the staff to offer tours in French, German, Portugese, Spanish, Japanese, Scandinavian and sign language, as well as English. The fewest visitors, 870, were recorded in January, 1983.

The tours offered are a blend of educational information and public relations. They are adjusted to suit the many different groups visiting the building and are continually updated and refreshed.

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## LEGISLATIVE LIBRARY

The Legislative Library operates under the authority of the Legislative Library Act to provide reference and research services to the Members of the Legislative Assembly, their caucus research staffs, Officers of the House and members of the Press Gallery. Where there is no conflict of priorities, provincial public service employees may use the library for work related needs, and the general public may avail themselves of the specialized collections.

The majority of the queries received by mail, telephone and personal visit were answered fairly quickly from the library's collection of books, serials, microforms and government publications. Services such as photo-copying, circulation and interlibrary loans increased slightly.

On-line search requests increased considerably. Several new databases were added to existing systems and the library added two new systems: New York Times Information Systems and Westlaw.

Work continued on the current newspaper index and the retrospective 1900-1970 index with approximately 120,000 entries added in the 15-month period. These in-house tools continue to function extremely well and to be heavily used reference sources.

In November 1982, James G. Mitchell, the Legislative Librarian since 1972, retired after 35 years of service, taking with him a keen awareness of proper English and a great knowledge of British Columbia legislative history.

## CATALOGUING SERVICES

The improvements in the Catalogue Support Service (CATSS) of the University of Toronto Library Automated Services (UTLAS) resulted in a better rate of input and made it feasible to undertake further conversion of card catalogue records to machine-readable form for items acquired in the 1975-78 period. This "Recon" of older materials has eliminated much of the time spent in the double look-up and has proven very helpful to our clientele and our reference staff.

To lower costs, the library altered its UTLAS product from an annual Computer Output Microform (COM) with monthly cumulations to the cumulating quarterly compilation. As well, the library selected a semi-monthly accessions list which is used to update the holdings information.

The staff completed the inventory of the main collection and adjusted the records for the missing items. As well, they removed the card sets for items held only in ministerial libraries and thereby ended the "union catalogue".

## CATALOGUING IN PUBLICATION

The library provides official (CIP) cataloguing data and bibliographic control for the publications of the Provincial Government and its Crown agencies. On April 1, 1982, the library and the National Library renewed for a further two years the contract under which the Legislative Library acts as the agent library for British Columbia government publications in the Canadian CIP program.

Statistically the number of items processed showed seasonal variations. In midsummer the average number of items began to drop but the first quarter of 1983 brought the figures nearly back to normal. For the 15-month period January 1982 - March 1983 full CIP was prepared for 423 monographs and 80 serials and standard numbers were assigned to 254 items.

## ORDER DIVISION SERVICES

The work of acquiring needed books, periodicals, newspapers and microforms is the major responsibility of this division.

Once again, the problem of maintaining the quality of the collection when faced with the ever increasing cost of these needed materials posed a considerable challenge. The library examined all subscriptions and standing orders again this year and reluctantly dropped a number of titles.

The program of microfilming British Columbia newspapers and transferring older microfilm runs to the Provincial Archives continued throughout the year.

## GOVERNMENT DOCUMENTS SERVICES

The tasks of acquiring, indexing, storing and retrieving government publications and of compiling the British Columbia Monthly Checklist are the major responsibilities of this division.

The total for all jurisdictions declined from the 51,450 for the 12 months in 1981 to only 56,730 for 15 months during the January 1982 - March 1983 period. British Columbia titles listed in the checklist dropped from 1,745 to 1,393 for the same periods. These figures reflect the reduced government publishing in the face of economic restraints.

## LIBRARY PUBLICATIONS

The division was responsible for the preparation of two publications of note: Judith Bennett's Royal Commissions and Commissions of Inquiry under the Public Inquiries Act in British Columbia 1943-1980, a Checklist, and the alpha-numeric coding scheme of John MacEachern, reprinted as Chapter 6 of John Pemberton's book, The Bibliographic Control of Official Publications, Pergamon Press, 1982.

The division's major accomplishment was the production, in July, of the first automated typeset version of the Monthly Checklist. The possibility of cumulating the monthly issues to produce an annual, and eventually a successor to Publication of the Government of British Columbia 1871-1947, published in 1950, has occupied the staff for many years. The fruition of the first stage was reached with this automated monthly issue and preparations for the first annual cumulation are underway. The addition of subject, keyword, author and titles indexes have enchanced the usefulness of this bibliographic acquisition tool, whose production and distribution now are handled by the Queen's Printer.

CLERK OF THE HOUSE PAPERS

As a security measure, the library, which is the repository for Clerk of the House papers, has, with the cooperation of the Clerk's Office, undertaken to microfilm the papers from 1950-1980 and to provide a detailed finding list. These papers are considered invaluable both as original records and a reference sources. A test film was made in the fall, and the project is now well underway.

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## LIBRARY SERVICES

The Library Services Branch operates under the Library Act with a general mandate to "promote and encourage the establishment and extension of library services throughout British Columbia". The branch works in partnership with local library boards, local governments and library organizations towards this objective.

Branch programs are a mix of grants and direct services to individuals. They include:

- grants to all public libraries for the purchase of library materials
- additional funding to regionally-organized libraries
- special purpose grants for individual projects
- "books-by-mail" services to isolated individuals
- audiobook services for the print handicapped
- acquisition and cataloguing services for smaller libraries
- block loans of large print and multilingual books

There is one federated library system, four regionally-organized libraries, 18 municipal public libraries, 41 public library associations and 27 reading centres in British Columbia.

The branch is responsible for the supervision of the Library Act which is the legislative basis for these 91 independent organizations.

### REVIEW OF 1982/83

Provincial grants to public libraries rose from $5,222,757 in 1981/82 to $6,153,095 in 1982/83. A total of $4,858,525 was designated for the purchase of library materials and $1,294,570 was a contribution to the general operating budget of regionally-organized libraries.

Libraries continued to draw on provincial funding for automation. Grants totalling $819,000 were made to Burnaby Public Library, Greater Victoria Public Library, North Vancouver District Public Library, Okanagan Regional Library, Prince George Public Library and Vancouver Public Library.

Amendments to the Library Act were passed by the Legislature permitting local government to appoint representatives to the management of public library associations and clarifying the financial relationship between municipal councils and their library boards.

New reading centres were established in Atlin, Roberts Creek, Sandspit, Steeples' View and Tumbler Ridge.

The Library Advisory Council met four times in 1982/83 in carrying out its mandate to monitor the provincial library scene and advise the minister.

## BRANCH OPERATIONS IN 1982/83

Branch offices in Cranbrook, Dawson Creek, Prince George and Victoria continued to provide services to libraries and individuals throughout the province. These included:

| | |
|---|---|
| . books mailed to isolated individuals | 40,248 |
| . interlibrary loans provided | 19,322 |
| . blocks of multilingual books loaned to 18 libraries | 254 |
| . rental collections to reading centres | 54 |
| . volumes purchased and processed for client libraries | 19,111 |
| . volumes added to Branch collections | 9,146 |

Library services to the handicapped were provided through the branch's Audiobooks Unit in Burnaby. This office produces and distributes taped books for libraries in British Columbia and operates a Canada-wide sales program. The number of audio cassettes duplicated totalled 83,650 and 32,500 cassettes were sold to other provinces returning $136,726 in revenue.

Deposit collections of audiobooks were provided to 30 libraries and healthcare institutions. Branch production facilities were made available to the Provincial Resource Centre for the Visually Impaired and an agreement to coordinate the production of new titles was reached with the Canadian National Institute for the Blind.

The branch's consultant to libraries in the Lower Mainland, was seconded to act as coordinator for the British Columbia Library Association and the British Columbia Library Trustees Association and two senior staff appointments were made during the year.

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## PROVINCIAL ARCHIVES

The Provincial Archives continued to acquire, organize, physically preserve and make available to researchers, written, sound and visual records relating to the history of British Columbia.

### REFERENCE SERVICES

All collections were open to the public from 9:00 a.m. to 5:00 p.m. for a total of 245 working days compared to 250 working days in the 1981/82 fiscal year. The number of research visits declined from 9,389 to 9,114 while the number of registered researchers increased slightly from 2,892 to 2,903. During the evening and weekend hours the reference room was open and 931 visits were made by researchers holding passes. The Manuscript Division answered 941 reference enquiries; 431 by letter and 510 by telephone.

### PUBLIC DOCUMENTS COMMITTEE

The Public Documents Committee, established by the authority of the Document Disposal Act, held four meetings during the year. Fourteen ministries submitted 130 applications which were, after consideration and in several instances amendment, approved and forwarded either to the Executive Council or to the Legislative Assembly's Select Committee on Public Accounts for authorization.

### MANUSCRIPTS AND GOVERNMENT RECORDS DIVISION

The division accessioned 175 manuscript units consisting of 57 metres of original papers and 105 microfilm reels. Twenty-one units were borrowed for microfilming and 174 manuscript units were catalogued.

Two hundred and eighty-two government record units were added consisting of 494 metres of original records and 533 microfilm reels. There were 399 government record units catalogued.

Among the manuscripts added were the papers of R.I. Knight, founder and Head Master of Qualicum College; Western Forest Industries, operators of a saw mill at Honeymoon Bay; Peter Cotton, Victoria architect; and Labatts Brewery of Victoria. Government records added included Premiers' Papers, 1928 to 1953, and a considerable body of records from the Forest Branch, the Department of Mines and the Department of Lands and Works. Detailed guides were prepared for Lieutenant Governors' and Executive Council papers. With the permission of the ministries concerned, several large series on microfilm in Central Microfilm Services were duplicated and transferred to the Provincial Archives. They included correspondence files of the Attorney General, 1902 to 1937, and Lands Branch files, 1872 to 1953.

LIBRARY AND MAP SECTION

During the year, the Library Maps Section acquired 1,296 books and pamphlets and 640 microforms for the library. Including periodical articles, 2,110 were catalogued. The library now holds 40,688 titles in 57,796 volumes.

The Map Collection added and catalogued 656 maps in the report period, although a larger number remains unprocessed. Greater attention was given to filling in our holdings of early maps by purchase.

The Conservation Laboratory devoted the first four months of of the year to repairing and mounting maps and plans selected from the Map Collection. The most notable item to be restored was A.C. Anderson's large (126 x 177 cm) manuscript, Map of a Portion of the Colony of British Columbia (1867) which contains invaluable geographical information acquired during Anderson's explorations for the Hudson's Bay Company between 1832 and 1851.

The Library and Maps Section directly handled 832 reference enquiries which came in by mail and telephone and through patrons visiting the Map Room.

## VISUAL RECORDS DIVISION

Notable donations of historic photographs included the Gustave A. Maves collection of 1930's Vancouver Island commercial and scenic photography; 14 family albums of businessman and horticulturist Frederick Bernard Pemberton and his sister, artist Sophia Pemberton; two albums of mining and general views of Atlin, B.C., ca 1901-02 by Muirhead Bros. Photographers and Dr. H. Rundle Nelson's album of scenes at the William Head Quarantine Station, 1912-22. A total of 640 photo orders were placed for 3,764 copy prints resulting in a revenue of $20,437.62.

A very rare watercolour by William Ellis titled, "The Entrance into Ship-Cove, King George's Sound, N.W. Coast of America, 1778" was added to the Documentary Art Collection. The scene depicting Bligh Island in Nootka Sound, visited by Captain Cook on his third voyage of discovery around the world, becomes the earliest original image of the British Columbia coast in the Archives.

One hundred and four paintings were loaned for exhibit, 26 oil paintings underwent remedial conservation while a further 285 works on paper received preventative treatment. Revenues from the sale of reproduction and copy transparencies amounted to $2,376.14.

The Emily Carr Gallery of the Provincial Archives received 28,155 visitors at its location on Wharf Street. Films about the artist were shown to 4,783 persons and a total of 39 formal tours were scheduled. Exhibits produced for the gallery were "Emily Carr: Growth and Change", a survey of Carr's career from 1898 to 1937, and "Klee Wyck; people of her travels" an exhibit of portraits and painting depicting native people in the village settings.

## SOUND AND MOVING IMAGE DIVISION

The division added 471 audio tape recordings to the permanent collection including important oral history collections of subjects such as labour history, the whaling industry, broadcasting, tall tales of British Columbia and early Scandinavian settlements. More than 200 phonodiscs of British Columbia recording artists were added to the collection and a number of important acquisitions of British Columbia films and video tape recordings, including material from the Ministry of Transportation and Highways, the Ministry of Forests and British Columbia House, London. The collections of the division in all media now occupy 453 metres of shelf space.

The division undertook research in the history of film making for British Columbia compiling information on more than 1,700 British Columbia films. This research was carried out primarily in cooperation with the Public Archives of Canada.

Two issues of the Sound Heritage Series were published; Extra! When the Papers Had the Only News and Dreams of Freedom: Bella Coola, Cape Scott and Sointula. The division's technician produced 2,223 copies of audio tape recordings and undertook conservation treatments of several dozen motion picture films.

## PHOTOGRAPHIC LABORATORY

During the year, 932 orders were received representing a production of 7,439 black and white prints, 1,901 negatives and 613 colour transparencies.

## CONSERVATION DIVISION

On-going projects in this division have included the development of disaster contingency plans, the monitoring of environmental conditions in the Provincial Archives with the ultimate objective of eliminating chronic deficiencies, the testing of archival supplies and research into solar films. Assistance was given on two occasions to rectify flood damage to the records of one ministry and one crown corporation. Consultation services were rendered on several occasions to the U.B.C. Museum of Anthropology, the Cultural Services Branch and the Vancouver Art Gallery.

## ARCHIVES ADVISOR

The Archives Advisor continued to visit archival institutions, museums, historical societies and municipal governments. In 1982/83, 21 visits were made and seven workshops or talks presented, compared to 60 visits and 22 workshops and talks in the preceding year. The Archives Internship was organized and coordinated again at the Provincial Archives. Seventeen people were included in this training program, less than half the number who had applied.

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## PROVINCIAL MUSEUM

### INTRODUCTION

In spite of the Natural History Gallery being closed through the summer to remove an asbestos health hazard, and a reduced flow of visitors into Victoria due to the economic recession, the museum received over a million visitors in 1982 — a record which few museums in Canada can match. Publications over the period included a handbook on marine crabs by Mrs. Clifford Carl, a book on part of the native Sunflower family, a report on the history of the Fraser Delta, and a two year review of museum activity.

### AQUATIC ZOOLOGY

Field trips in southern British Columbia and in the Fort Nelson area provided information for the proposed handbook on the province's freshwater fishes. Work also continued on gathering information on ocean fishes, contributing to the long term plan of producing a reference book on the fishes off our shores.

### ARCHAEOLOGY

The year marked the beginning of an undertaking with with Parks Canada to search out and document the archaeological sites in Pacific Rim National Park. Investigations into prehistoric climates and environments were carried out in widely separated parts of the province. The collection is now very near completely filling present storage space.

### BOTANY

Eight thousand plants were added to the collection, now containing 120,000 specimens. Through the year a total of 1,640 specimens were loaned to scholars in Peking, Prague, Madrid, Toronto, Saskatoon, San Francisco, and 26 other centres. Several thousand identifications were made for other government agencies.

## CONSERVATION

The division had a busy year, with special searches into the physical and chemical stability of sound tapes, video tapes, and photographic films. More routine work was on heat problems in the gallery, preparing objects for exhibitions, and keeping fluctuations out of heat and humidity in the museum buildings.

## EDUCATION AND EXTENSION

Eleven travelling exhibitions yielded a total of 34 showings in communities throughout the province, while a small one toured Newfoundland, Nova Scotia and Saskatchewan. Guided tours in summer were given to 14,000 visitors. School groups were given 34 programs per week through most of the school year to 17,597 children. Over 18,000 other school children, unaided by docents, used the public galleries. Newcombe Auditorium was infrequently used until a successful revival of a structured program in March, funded by the Friends of the Provincial Museum.

## ENTOMOLOGY

The staff of one person had a productive year with field trips in the Thompson-Okanagan area, and one with collecting stops from Fort Nelson to Vancouver. Cooperation with the Biological Survey of Canada led to grasslands studies in the Kamloops area. Public lectures, publications and collections management filled the year.

## ETHNOLOGY

The new carving shed for native carvers on staff was finally completed, replacing the one destroyed by fire. The collection of photographs received large additions from the national museums of Sweden and Canada, while main collections grew as a result of purchases and donations.

## EXHIBITS

Two travelling exhibits, "Woodworker's Art" and "Behold the Bird" were completed, and began to tour communities throughout the province. Beginning early in 1982, a showcase in the main foyer featured an Object of the Month from the museum's collections. Work progressed, in spite of delays caused by building modifications, on upgrading both the History and Natural History galleries, and on designing the next three new units of the latter, two about the sea, and one about our rivers and lakes.

## LINGUISTICS

The interests of the division became truly "provincial" in scope with first studies of Athapaskan dialects in northern British Colimbia. Three small contracts initiated studies of three little known dialects, Sekani, Slavey and Tahltan. Studies continued on the coast on Straits Salish and Haida, and on information for several papers given to linguistics oriented meetings.

## MODERN HISTORY

Reorganization of collections management was one of the year's main projects. The contents of Victoria's Mah Yuk Tong herbalist shop were an unusual and major addition to the provincial collection.

## MUSEUM LIBRARY

The first librarian to control the museum's collections of books made good progress in her first year at imposing order after about 95 years of part-time and usually unskilled library management. The new work-assistance offered by subject-material searches and inter-library loans has been particularly useful to other staff.

## VERTEBRATE ZOOLOGY

The year was noteworthy for the division's special collecting efforts in the region about Fort Nelson, and the numerous whales washed into Vancouver Island beaches. A large freeze drier, donated by the Friends of the Provincial Museum, extended the museum's capability in taxidermy to new levels.

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## RECORDS MANAGEMENT

Recognizing the need for a more cost-effective approach to the management of all Provincial Government records, Treasury Board authorized the Ministry of Provincial Secretary and Government Services to conduct a survey and study the state of records management in government. Among other things, the study revealed that government was expending $10.5 million to maintain 800,000 cubic feet of records, two-thirds of which could be managed at far less cost if a comprehensive records management program was instituted. Records disposal, and preservation of information which, if properly applied, will reduce staff costs by controlling the creation of records, reduce storage and space costs by using the most efficient media or methods for storing information and increase productivity by saving the time required to retrieve information. To accomplish these objectives, the Records Management Branch was formally established on August 1, 1982.

### MICROGRAPHICS SERVICES DIVISION

The branch incorporated the organization and some of the staff of the Central Microfilm Services Branch, which has been renamed the Micrographics Services Division. This division is responsible for providing microfilm processing services to all goverment ministries, for providing limited microfilm production services to ministries which cannot justify their own on-going micrographics programs, and for providing technical services to ministries requiring advice and assistance in choosing the most suitable and ecomomical micrographics system or equipment.

Personnel administration and budgeting responsibilities for on-going micrographic programs in the Ministry of Human Resources, Attorney General (Court Services Records Centre) and Transportation and Highways (Motor Vehicle Branch) were transferred to those respective ministries on March 31, 1983. The Microfilm Production Services Section moved to Glanford Avenue on July 1, 1982, where the master negatives of all microfilm holdings were consolidated in an environmentally-controlled security storage vault. Micrographics Technical Services Section conducted a micrographics equipment survey throughout government to determine user satisfaction, the location and value of the equipment.

RECORDS MANAGEMENT ADVISORY SERVICES

Records Management Advisory Services will provide advice and assistance, education and/or training to all ministries in their planning and implementing of record inventories, file classification systems and retention and disposition schedules. Eventually the branch will monitor records management programs in all ministries to ensure the uniform application of approved records management guidelines provided for in legislation and related Treasury Board directives.

RECORDS CENTRE SERVICES

Records Centre Services provides for the low cost storage, retrieval, and disposition of scheduled inactive records. The British Columbia Buildings Corporation undertook a study to define the requirements and prepare a conceptual design of a Records Centre for the Records Management Branch.

## Records Management Branch Services

| | | |
|---|---|---|
| 1. | Records Management Advisory Services requests | 47 |
| 2. | Micrographics searches | 4,366 |
| 3. | Microfilm prints produced | 14,207 |
| 4. | Microfilm processed | 114,138 metres |
| 5. | Duplicates microfilm processed | 116,251 metres |
| 6. | Quality Assurance inspections | 450 rolls (215 projects |
| 7. | Micrographics equipment evaluated for Ministries | 32 |
| 8. | Value of requisitions approved for the purchase of micrographics equipment | $282,358.00 |

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# FINANCE

The ministry comptrollers office provides the financial services for the ministry, the Legislature, the Premier's Office, Ministry of Intergovernmental Relations and, until February 1, 1983, the Auditor General. Financial Services is divided into three sections: Budget and Audit, Accounts and Payroll.

Budget and Audit Section is responsible for the correlation of estimates, assists in the preparation of divisional budgets, monitors expenditures and provides financial and systems audit services to the ministry. This section also produces financial statements for the numerous special and perpetual funds which are managed by the ministry.

Accounts Section is responsible for the preparaton of expenditure and journal vouchers, the maintenance and control of contracts and accounting for revenue.

Payroll Section is responsible for the preparation of all payroll data and for the distribution of cheques.

The Financial Administration Act, enacted in 1981, has resulted in numerous changes in the administration of the financial affairs of the ministry. Several new policies and systems have been introduced to meet the requirements of the Act.

A new system for control of spending authority and cash advances, introduced in 1981, is now fully operational. During the 1982/83 fiscal year, Financial Services installed a new financial management reporting system. The new reports, issued on the first working day of the following month, provided management with a valuable tool for administering their available funds. The word/data processing equipment is also used for producing letters, statistical reports, and subsidiary ledger information.

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## FIRST CITIZENS' FUND ADMINISTRATION

The primary objectives of the First Citizens' Fund Administration Branch are to:

- Process all applications to the First Citizens' Fund in accordance with the policy and guidelines of the Fund.
- Coordinate the meeting of the Advisory Committee whose function is make recommendations on all applications to the fund.
- Carry out research and evaluation.

The First Citizens' Fund was established under the Surplus Appropriations Act in 1969 and is continued under the Funds' Control Act.

An endowment of $25 million was set-up as a perpetual fund. The interest from the endowment, amounting to $1.8 million annually, is used to finance grants.

The fund contributes to the support of new projects and programs which enhance the cultural, educational, economic, recreational life-style and the communtiy facilities of North American Indians residing in British Columbia.

In 1982, there were four meetings of the Advisory Committee which considered 440 applications totalling $8,105,244 and recommended approval of 277 applications totalling $2,224,537.

Additionally, the the ministry authorized the First Citizens' Fund to provide an allocaton to help pay the salary of a program director at each of the 16 Native Friendship Centres which totalled $242,264 for the year.

The First Citizens' Fund also contributed to the support of post-secondary students in the form of bursaries and Canada Student Loan repayments. In 1982, $156,282 were allocated for 77 individual awards.

The First Citizens' Fund Administration consists of a director, two project officers and support staff.

The computerized administration system has been installed and is operational.

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# LOTTERY FUND

Administered by the Lottery Grants Branch, the Lottery Fund is made up of proceeds from government operated lotteries held in the province.

After payment of administrative costs, the net amount is available for awarding as grants for projects of benefit to all British Columbians. This objective is approached in two ways: through block funding of other grant programs, and through direct Lottery Fund Grants.

During the 1982/83 fiscal year, net proceeds of $19,890,917 were added to the Fund.

The branch paid out $4,334,507 in direct grants to 1,453 groups. Included were 1,290 travel assistance grants, down some 35%, as groups found it harder to raise funds for trips.

Applications for project grants increased by 45 to 466 compared to the previous year. By March 31, 1983, 219 grants had been approved, 189 were rejected, 17 had been withdrawn by the applicants, and 31 were still being assessed.

In addition to the usual grant programs assisted by the Lottery Fund, a number of isolated communities received grants to help improve television communications through a program administered by Universities, Science and Communications.

Commitments made earlier under the Recreation Facilities Assistance Program, and grants-in-aid to non-profit provincial societies were also funded by Lotteries.

Block funding was provided as follows:

| | |
|---|---|
| . Cultural and Performing Arts Programs | $4,854,137.00 |
| . Recreation and Amateur Sports Programs | 4,985,839.00 |
| . Recreation Facilities Assistance Program | 4,142,147.00 |
| . Communications Grants | 438,875.00 |
| . B.C. Non-Profit Societies and Charitable Donations | 1,026,814.00 |
| . B.C. Heritage Trust | 1,250,000.00 |
| . B.C. Health Care Research Foundation | 2,700,000.00 |

DIRECT LOTTERY FUND GRANTS (excluding travel)

| Grant— Thousands of $ | Number of Grants | % | Total $ | % | Average Grant Amount |
|---|---|---|---|---|---|
| Under 10 | 102 | 67.52 | $ 332,400 | 9.3 | $ 3,259 |
| 10 — 25 | 21 | 13.9 | 276,997 | 7.7 | 13,190 |
| 25 — 50 | 9 | 5.96 | 287,698 | 8 | 31,966 |
| 50 —100 | 9 | 5.96 | 588,050 | 16.3 | 65,338 |
| 100 —500 | 9 | 5.96 | 1,447,708 | 40.2 | 160,856 |
| Over 500 | 1 | .7 | 666,600 | 18.5 | 666,600 |
| Total | 152 | 100 | $3,599,455 | 100 | $23,837 |

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## PLANNING AND ANALYSIS

The Planning and Analysis Branch provides management support services to the ministry executive and ministry managers as required. The nature of the work is project-oriented and covers the following range of activities.

- Policy Planning and Analysis
- Program Evaluation
- Legislation
- Information Systems Development
- Word Processing Services
- Operations Review
- Accomodation

The Branch undertook a variety of projects in the 1982/83 fiscal year including:

- the development and implementation of a new mailing list management system. This system managed by the Postal Services Branch is used by all ministries and several crown corporations for the distribution of government publications.
- continued management support to the Postal Services Branch in operations review and implementation of cost saving measures;
- preliminary research and terms of reference for a government-wide Risk Management Program;
- organization review of the Provincial Museum undertaken jointly with Personnel Services;
- development of a management information system for Personnel Services;
- miscellaneous office automation initiatives aimed at improving productivity.

In addition to the above activities, branch staff have represented the ministry on several government committees including the Women's Program, Communications Planning, Information Systems Council, Postal Forms Standards, and Ergonomic Standards.

The branch is actively involved in promoting initiatives that lead to improved operational effectiveness and efficiency and increased productivity.

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## POSTAL BRANCH

The purpose of the Postal Services Branch is to provide cost-effective and time-efficient postal service for all B.C. Government mail. Services of the branch included collecting, sorting, distributing, labelling, bundling, folding, inserting, and applying postage to postal materials. Mailing list management, education, and automation services were also provided.

Types of mail processed by the branch include:

- House Mail
- First Class, including Incentive Rate mail
- Priority Post mail
- Second Class mail
- Third Class mail
- Fourth Class (Parcel Post) mail
- Permit mail
- Postpak mail
- Business Reply mail
- Collective Envelope mail
- Householder mail
- Certified mail
- Special Delivery mail
- Registered mail
- Insured mail
- Customs Declaration mail

Continued revisions in the federal postal system, including changes in postal rates and services, have resulted in constant program analysis and development. New first-class rates for standard office envelopes recently increased from 30¢ per item to 32¢ per item, except for those with incomplete or incorrect addresses (including those without a correct postal code) the cost of which increased to 37¢ per item. Canada Post also discontinued "Postpak" (a service to deliver up to 30 kg. of mail to any one destination in Canada). In addition, they considerably reduced the availability of Third Class mail services.

Negotiations continued for "Incentive Rate" mail contracts with Canada Post. Reduced postal rates varied between 20% and 50%, depending upon volumes and frequencies of "identical" mail made available for Canada Post. Efforts in arranging and implementing a variety of contracts, procedures, and instructions (with compliance from government personnel involved) resulted in an annual postage cost avoidance to government of about $5.5 million.

Total annual volume of mail processed by the Postal Services Branch was approximately 46,225,000 items, compared with 42,680,000 items for the previous year (an increase of 8.3%). Annual branch expenses were $12,197,000 compared with $12,126,000 for the previous year (an increase of one-half of one percent). Annual volume of "out-going" government mail increased from nearly 29,373,000 items to 33,559,000 items (an increase of 14.25%); while annual postage costs were $10,143,000 compared to $7,578,000 for the previous year (an overall increase of 17% per item processed). For nine of the 12 months involved, Canada Post's postage cost for processing and delivering non-Incentive Rate office letters increased from 17¢ per letter to 30¢ per letter (an increase of 76%).

The branch undertook a government-wide educational service in critical operational areas such as acceptable mail standards, postage rates and mailing list management procedures. The Postal Services Project, established in 1981/82 with the Planning and Analysis Branch and representatives from each ministry, continued to provide effective instructions on Canada Post's mail standards. Emphasis was concentrated on increasing awareness of, and compliance with "out-going' mail preparation procedures, particularly in relation to Canada Post's automated processing standards for Incentive Rate mail.

Education seminars were held to explain changing postal procedures and instructional information was distributed throughout the province in the form of Postal Information Bulletins and the Provincial Mail Service Guide.

A Postal Policy Committee (in liaison with Canada Post officials) as well as a Postal Forms Standards Committee were organized to encourage increased use of cost-effective postal services.

Automation services also were expanded. A new computerized mailing list management system was installed. This reduced the frequency of return mail and duplicate mail for government publications in addition to reducing the per unit label production and application cost. This program is still in its developmental stage but indications of increased economies and efficiencies are already evident.

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# QUEEN'S PRINTER

## OBJECTIVES

The objectives of the Queen's Printer are:

- To meet the printing and stationery needs of the Legislative Assembly and government ministries and agencies in the most effective manner
- To provide an effective publishing service for the Legislative Assembly and to distribute selected government publications to the public and government customers
- To reduce government expenditures for photocopying and associated equipment to the lowest neccessary level

## GENERAL

The Queen's Printer operates on a revenue-dependency basis by meeting its costs from revenue generated by its activities.

In Fiscal Year 1982/83, the Queen's Printer revenue decreased slightly to about $25 million. The decrease in revenue reflected a reduction in the volume of business due to the BCGEU strike in the summer of 1982 and to the government restraint program.

The following is a summary of orders received from customers during the year:

| | |
|---|---|
| • Printing requisitions | 21,500 |
| • Stationery requisitions | 44,500 |
| • Publication orders | 30,500 |
| • Suppliers' invoices | 31,800 |
| • Photocopier requisitions | 1,002 |

Significant administrative improvements were achieved during 1982/83, including:

- The Queen's Printer Stationery Stores and Publications Warehousing and Distribution Departments moved to a new centre.
- With the move of these two elements, renovation of the Queen's Printer Building began and was completed in May, 1983. These renovations bring the building up to current standards in lighting, ventilation, etc., and alter the layout of parts of the building to more adequately respond to current Queen's Printer operations.
- Computerized inventory management, accounting, job costing, order processing and management information systems were developed and implemented to enable the Queen's Printer to respond even more effectively to customer requirements.

PRINTING

The Queen's Printer meets the printing needs of the Legislative Assembly and government departments and agencies by a judicious use of in-house printing and commercial printers. Printing method of supply decisions are made on the basis of meeting customer needs in the most effective manner. As a general rule, jobs are printed in the Queen's Printer plant only when they can be produced more effectively than in the private sector. The Queen's Printer contracted out approximately 60% of the dollar value of printing jobs handled in 1982/83.

The Queen's Printer plant achieved significant progress in introducing modern production methods to reduce processing time and to lower costs to customers. Especially noteworthy was the progress made in applying the computerized composition system to government applications. Thousands of hours of keyboarding and proofreading were eliminated by using the system to use word processing and computer output to initiate the typesetting process.

## STATIONERY

The Stationery Stores Department moved to the Queen's Printer Supply Centre in the Royal Oak area of Victoria in July, 1982. This modern 20,000 square-foot warehouse and the introduction of a computerized inventory management system has made possible a 30% expansion in the range of items stocked and catalogued and a significant reduction in the frequency of back-orders.

The Product Manager, Stationery, was able to use the additional warehouse space by achieving lower product costs through bulk purchases and lower administrative costs by being able to reduce the number of orders placed. These savings were passed on to customers in the form of cost reductions in the 1983 Stationery Catalogue.

## PUBLICATIONS

In 1982/83, the Queen's Printer assumed responsibility for the publishing of Regulations. This had previously been handled by the individual ministries. This new arrangement enables the public to obtain Acts and Regulations from one source.

The Publications Section is handling an increasing range of publications from various ministries. The Queen's Printer Bookstore is becoming increasingly popular with the public, with the majority of requests for Queen's printer publications still being processed by mail and distributed from the Supply Centre.

## PHOTOCOPIER ANALYSIS

The government uses over 1,460 photocopiers, most of which are on a rental basis of one or two years duration. The Queen's Printer provides guidance on photocopier management to all elements of the government through a publication issued annually entitled Customer Guide to Effective Photocopier Management

The Queen's Printer reviews all requests for the acquisition or renewal of photocopiers and similar equipment and frequently recommends less costly alternatives. This process achieves significant savings and during 1982/83 identifiable cost reduction of more than $675,000 were achieved.

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# RECREATION AND SPORT

The main goal of the Recreation and Sport Branch is to encourage participation by British Columbians in recreation and sport activities. This is done by providing program and policy advice to the minister and providing financial assistance and advisory services on behalf to 100 provincial sport and recreation associations and 400 community recreation agencies. Programs cover five main areas:

- organizational support
- leadership development
- facilities management
- participation
- excellence

## ORGANIZATIONAL SUPPORT

Continuing support was provided during 1982 to recreation agencies throughout the province by assisting recreation commissions and staff to identify needs through the Discovery Kit process. Support totalling $123,000 was provided to 246 recreation commissions which do not employ full time staff. Specific recreation planning grants were provided to seven communities at an eventual cost to the provincial government of $53,000.

On the provincial scene funds were provided to five "umbrella" organizations which in turn provide services to recreation and sport organizations around the province:

| | |
|---|---|
| • Sport B.C. | $81,500 |
| • B.C. Recreation Association | 92,450 |
| • Outdoor Recreation Council of B.C. | 87,700 |
| • B.C. School Sports | 240,300 |
| • Sport and Recreation Council for the Disabled | 45,500 |

In addition $320,000 were provided to the B.C. Administrative Centre for Sport, Recreation and Fitness located at 1200 Hornby Street, Vancouver and managed by Sport B.C.

Provincial sport governing bodies were assisted with financial support in the amount of $1,459,000 to help them provide core administrative services and staffing for their organizations.

LEADERSHIP DEVELOPMENT

Assisting with leadership development and training volunteers to run and manage programs continued to be a main focus of branch activity in 1982/83. Working with recreation commissions and provincial sport and recreation associations the branch helped to train:

- 5,100 coaches, in 323 courses,
- 7,000 officials, in 470 courses,
- 1,450 administrators, in 70 courses,
- 705 instructors, in 49 courses,
- 1,764 volunteers, in 79 courses,
- 600 fitness leaders, in 30 clinics.

In addition to the funds provided to provincial sport governing bodies for leadership development activities, $600,000 were paid to 12 sports which employed full-time staff to coordinate sport development activities.

The province was active also in the delivery of Level 1 and 2 courses in the National Coaching Certification Program (NCCP). In addition, for the time in British Columbia a Level 3 course was run for 37 coaches in 20 sports.

A major initiative for the year was the establishment of the Sport Medicine Council of B.C. which, with the assistance of Branch staff and a $50,000 grant from the province, established the B.C. SportsAid program to train coaches, managers, officials and parents in the principles of athletic injury, prevention and care.

Training and development opportunities were provided also in the recreation field for recreation commissioners (504 trained in 21 courses), preschool recreation leaders (150 leaders trained in 5 courses) and activity-workers-in-care-facilities (2 courses run with 150 workers participating) and elected officials (512 officials attend 18 workshops).

The province was active also in the area of professional development for recreation administrators and 25 recreation superintendents attended two 3-day workshops which gave them an opportuntiy to share ideas and common concerns. In addition, 29 meetings were held for recreation's 'middle management' which helped then to share mutual problems and 42 workshops were run for another 882 recreation staff.

The grant program to assist with the salary of full-time recreation staff was phased out at the end of 1982/83 with $160,750 being paid towards the salaries of 37 positions.

FACILITIES MANAGEMENT

During the year, the branch continued to provide information on design, construction, operation and maintenance of recreation facilities to plant operators around the province.

In addition, several major publications were developed. A series entitled Recreation Facility Development Guide was initiated with the first two publications dealing with The Process and Community Halls. A guide to setting fees and determining subsidies was produced entitled How Much?, together with a publication Options - Coping With Tired and Underused Facilities.

PARTICIPATION

The area recreation consultants continued to act in a coordinating role for the B.C. Summer and Winter Games, assisting with the Summer Games in Vernon and the Winter Games in Revelstoke which between the two of them involved more than 227,000 British Columbians in the play-downs.

The branch's annual grant to the Northern B.C. Winter Games Society assisted the games in Terrace at which more than 3,000 athletes competed.

The Premier's Sports Award Program, a skills oriented award program for children aged 9 through 13, reached more than 50,000 students in 1982/83.

EXCELLENCE

The year was a successful one for B.C. athletes. The province came third in the Canada Games at Saguenay-Lac-Ste-Jean in Quebec, with a young developmental team of 201 athletes. Work began in team development for the Western Canada Games to be held in Calgary in June, 1983. The athlete assistance programs and athletic award schemes continue to operate effectively. Seven athletes won the Premier's Athletic Award and 265 athletes benefited from the High Performance Athlete Assistance Program which now includes disabled athletes. With the cooperation with the Ministry of Universities, Science & Communications approximately 620 students were awarded the B.C. Athletic Award of $1,000 per person. The Nancy Greene Scholarship was awarded to 26 athletes.

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## GOVERNMENT INFORMATION PROGRAMS

Government Information Programs operates as a central communications group in government, and is distinct from the Information Services Branch of the ministry.

The group provides and encourages an optimum flow of information to the public on government policy, programs and services, and facilitates public access to such information. It also provides counsel and coordination to the whole of government on public relations and advertising.

While the individual ministries continued to operate their own information services during the year, Government Information Programs provided a core group of experienced communicators to assist the ministries when required. Information Programs also assisted in the definition of issues of concern to the public, the preparation of communication plans, and the implementation of a coordinated government publications policy. In this last area, the group worked closely with the Queen's Printer.

The Government Production Centre is a component of Government Information Programs, producing videotape programs for various ministries and agencies dealing with public and staff education, public announcements, and general interest productions on government programs and services.

Over the year, the centre completed 47 videotape productions for 13 ministries. Thirty-two of these productions were for staff training, and the remaining 15 were for public information and educational purposes.

B.C. Government News published five issues during 1982, with a circulation of 102,000 per issue except for the annual budget issue which was delivered to more than one million households. One of the issues was devoted to Small Business Week.

The implementation of the government's visual identity program, under which all government literature is clearly identified as such, was also a major responsibility. A new symbol, based on a stylized version of the provincial flag, was introduced to complement the B.C. coat of arms.

During the year, Government Information Programs coordinated the production of television advertising and documentary films dealing with major government projects such as North East Coal. The group also co-ordinated public attitude research to assist the government to identify and respond to the concerns and needs of the people of the province.

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Blind Persons Contribution Act
British Columbia Buildings Corporation Act
British Columbia Day Act
Constitution Act
Document Disposal Act
Dogwood, Rhododendron, and Trillium Protection Act
Douglas Day Act
Election Act
Emblem and Tartan Act
Vancouver Centennial Celebration Act
Heritage Conservation Act
Indian Advisory Act
Inquiry Act
Klondike National Historic Park Act
Legislative Assembly Allowances and Pension Act
Legislative Assembly Privilege Act
Legislative Library Act
Legislative Procedure Review Act
Library Act
Lottery Act
Ministry of the Provincial Secretary and Government Services Act
Museum Act
Pacific National Exhibition Incorporation Act
Pension Agreement Act
Pension (College) Act
Pension (Municipal) Act
Pension (Public Service) Act
Pension Society Act
Pension (Teachers) Act
Public Service Act
Public Service Benefit Plan Act
Public Service Labour Relations Act
Queen's Printer Act
Recreation Facility Act
Scholarship Act

| BRANCH | TITLE | NAME | PHONE |
|---|---|---|---|
| | Minister | Hon. James Chabot | 387-1241 |
| | Deputy Provincial Secretary and Deputy Minister of Government Services | Dr. Norman Spector | 387-1727 |
| | — | | |
| | Assistant Deputy Minister | Barry Kelsey | 387-4376 |
| Administration | Director | Bruce DeBeck | 387-4376 |
| Elections Branch | Chief Electoral Officer | Harry Goldberg | 387-5303 |
| Lotteries Branch | Director | James A. Taylor | 387-5311 |
| Parliament Buildings Services | Director | Alex Brady | 387-3019 |
| Personnel Services Branch | Director | Bill Henderson | 387-1293 |
| Protocol | Director | David Harris | 387-4376 |
| | — | | |
| Government House | Secretary | J. Michael Roberts | 595-1515 |
| | — | | |
| | Assistant Deputy Minister | Jerry Woytack | 387-5501 |
| Finance | Comptroller | Ian Fraser | 387-6494 |
| First Citizens' Fund | Director | Ross Modeste | 387-3206 |
| Government Printing Service | Director | Howard Britt | 387-6690 |
| Lottery Fund | Director | Ray Orchard | 387-5823 |
| Planning and Analysis | Director | Byron Barnard | 387-1989 |
| Postal Branch | Director | Leon Hall | 387-5871 |
| Recreation and Sport Branch | Director | Colin K. Campbell | 387-1931 |
| Robson Square Media Centre | Manager | Francis Bruce | 668-2830 |
| | — | | |
| | Assistant Deputy Minister | Allan Turner | 387-4376 |
| Cultural Services Branch | Director | Tom Fielding | 387-5848 |
| Heritage Conservation Branch | Director | Russ Irvine | 387-1205 |
| B.C. Heritage Trust | Executive Officer | Russ Irvine | 387-1205 |
| Information Services | Director | David Richardson | 387-1957 |
| Legislative Library | A/Legislative Librarian | Margaret Hastings | 387-6500 |
| Library Services Branch | Director | Peter Martin | 387-6517 |
| Provincial Archives | Provincial Archivist | John A. Bovey | 387-5885 |
| Provincial Museum | Director | Yorke Edwards | 387-3701 |
| Records Management Branch | Director | Kent M. Haworth | 387-1321 |
| | — | | |
| Information Programs | Deputy Minister | Douglas W. Heal | 387-1337 |
| Government Information Programs | Executive Director | Maurice Chazottes | 387-1337 |
| | — | | |
| B.C. Games | Chairman/Managing Director | Ron Butlin | 385-1375 |
| Cultural Heritage | Cultural Heritage Advisor | Enrico Diano | 668-2395 |
| Government Employee Relations Bureau | Chairman | Michael Davison | 387-1463 |
| Public Service Commission | Chairman | Bill Long | 387-5263 |
| Superannuation Commission | Commissioner | Jim Reid | 387-1002 |
| | — | | |

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